

## REMARKS

Favorable reconsideration of this application, in light of the following discussion and in view of the present amendment, is respectfully requested.

Claims 1, 6, and 14 have been amended. New claim 18 has been added. Claims 9-10 and 16 were previously cancelled. Claims 2-3, 5, 7-8, 11-13, 15, and 17 have been withdrawn from consideration. Claims 1, 4, 6, 14, and 18 are pending and under consideration.

### I. Rejections under 35 U.S.C. § 102

In the Office Action, at pages 2-4, claims 1, 4, 6, and 14 were rejected under 35 U.S.C. § 102(e) as being anticipated by Dulberg et al. (U.S. Patent Application No. 2003/0005107).

Dulberg et al. does not discuss or suggest “a generation part which generates evaluation information of maintenance work performed in said terminals based on a dispatching time and a maintenance work time,” as recited in amended claim 1. In other words, the invention of claim 1 provides for generating evaluation information of maintenance worked performed in the terminals of the network. Furthermore, the evaluation information is based on a dispatching time and a maintenance work time, such that the skill of each maintenance provider can be evaluated based on the time taken to dispatch maintenance and the time required for the maintenance to be completed. Therefore, maintenance can be performed more efficiently. In contrast, Dulberg et al. merely discloses that a maintenance log can be checked based on the time of day of a particular occurrence, such as an error, so that the occurrence can be attributed to a concurrent event. However, Dulberg et al. does not disclose generating evaluation information of maintenance worked performed based on a dispatching time and a maintenance work time.

Since Dulberg et al. does not discuss or suggest all of the features of the invention of amended claim 1, claim 1 patentably distinguishes over Dulberg et al. Accordingly, withdrawal of the § 102(e) rejection is respectfully requested.

Claims 4 and 6 depend directly from claim 1, and include all the features of claim 1, plus additional features that are not discussed or suggested by the reference relied upon. Therefore, claims 4 and 6 patentably distinguish over the reference relied upon for at least the reasons noted above. Accordingly, withdrawal of these § 102(e) rejections is respectfully requested.

As discussed above, Dulberg et al. does not discuss or suggest “evaluating information of maintenance work performed in said terminals based on a dispatching time and a maintenance work time,” as recited in amended claim 14. Therefore, claim 14 patentably distinguishes over Dulberg et al. Accordingly, withdrawal of the § 102(e) rejection is respectfully

requested.

**II. New Claim**

New claim 18 has been added. None of the prior art cited by the Examiner discusses or suggests "generating evaluation information of maintenance work performed in said terminals based on a dispatching time and a maintenance work time," as recited in claim 18. Thus, it is submitted that claim 18 is in a condition suitable for allowance.

**CONCLUSION**

There being no further outstanding objections or rejections, it is submitted that the application is in condition for allowance. An early action to that effect is courteously solicited.

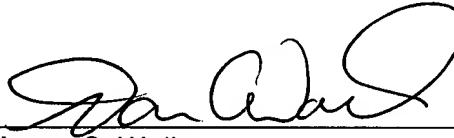
If there are any formal matters remaining after this response, the Examiner is requested to telephone the undersigned to attend to these matters.

If there are any additional fees associated with filing of this Amendment, please charge the same to our Deposit Account No. 19-3935.

Respectfully submitted,

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